

PRODUCT AND SOFTWARE SUPPORT TRAINER - Kitchener (Head Office)

Bernafon Canada, a worldwide leader in hearing care now has an immediate opening within our Sales/Support team for a Product and software Trainer.

Bernafon Canada designs, manufactures and distributes hearing solutions worldwide. In a world of constant technological advancement, Bernafon has always been at the forefront of hearing system technology and a leader in setting new standards.

The successful candidate will be a confident team player who will work with our internal and external teams supporting our customers, sales professionals and manufacturing. Highlights of the position include product training, fitting software support as well as supporting our customers in fitting Bernafon products. The ideal candidate will have 1+ years experience in a clinical environment, possess a strong educational background, is a comfortable and dynamic presenter, an effective problem solver and someone who understands the Company commitment to our customers.

Responsibilities:

Work with Hearing Care professionals across Canada by providing training and troubleshooting support for Bernafon products and software

Provide internal training to staff on software and products (new product launches and ongoing)

Develop and present educational seminars and webinars for Hearing health care professionals

Provide on-site fitting/technical assistance to Hearing Healthcare Professionals

Provide Technical Hearing Healthcare and Production support for internal customers (Customer Service and Operations)

Support and train Hearing Healthcare professionals on Diagnostic equipment/products

Be a key member within our Production launch process for new products

Participate and attend trade shows, conferences and launches

Review Quality documentation and make updates/change when necessary (process changes)

Troubleshoot hearing aid and Connectivity devices

Respond to email communication delivered via Bernafon email support system

Participate in Continuous Improvement Initiatives

Develop/Maintain Competitive Database

Create audiological documentation for newsletters and webinars

Translation and Proofing for technical documentation

Co-ordinate and process 3rd party tender documentation

Other related product and software training duties as directed by the Manager

Able to travel internationally, nationally and domestic travel (car and/or plane)

Educational Background:

Master's degree or equivalent in Audiology

Excellent verbal and written communication skills and interpersonal skills to interact with customers

Experience in selection and fitting of Hearing Instruments and FM systems

General Skills:

1+ years experience within a Hearing Aid Clinical environment

Background knowledge with the following audiological tasks; Testing, fitting hearing aids, programming software and verification equipment
Excellent communication skills both written and verbal, interpersonal skills
Strong time management skills, able to work independently, manage multiple tasks, problem solver
Strong presentation skills
Able to work in a team
Able to communicate technical information clearly
Strong communication skills to present to students at Company tours, product launches and open houses for customers
Willing to work extended hours and outside of regular office hours when required
Background with use in Microsoft Components (strong PowerPoint knowledge is an asset)

Why should you work with us?

Bernafon enjoys success due to its ability, knowledge and motivation to develop high-tech hearing systems. If you are interested in helping hearing-impaired people find a new vitality of life, we have the right job for you! Here are just some of our employee perks!

Competitive salary with annual reviews
Excellent medical benefits; including dental, vision and health, Employee Assistance Program
Fitness/Exercise spending account
Group RRSP contributions
3 weeks vacation | 4 weeks after 2 years
State of the Art facility, career development programs, and an excellent social atmosphere
Annual Summer & Holiday Party

Join our team as we continue our commitment to excellence in hearing care. Please send your resume and salary expectations to David Marcy, HR Director - ddma@dgs.com